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Miami-Dade County, Florida

Requisition No.TBD

SCOPE OF SERVICES

2.1 Background

The Miami-Dade Corrections and Rehabilitation Department (MDCR) currently operates multiple facilities in the Miami Metro area. The MDCR intends to implement a state-of-the-art Video Visitation System (VVS) at four facilities that offers the public both onsite and remote web-based visitation opportunities. MDCR is seeking proposals from qualified companies to install, maintain, and share revenues from Video Visitation Systems installed at the four facilities.

The facilities included in this RFP are:

- Pre-Trial Detention Center, 1321 NW 13th Street Miami, Florida 33125. Capacity of 1,712 inmates
- Metrowest Detention Center, 13850 NW 41st Street, Miami, Florida 33178. Capacity of 3,098 inmates
- Turner Guilford Knight Correctional Center, 7000 NW 41st Street, Miami, Florida 33166. Capacity of 1,300 inmates
- Training and Treatment Center, 6950 NW 41st Street, Miami, Florida 33166. Capacity of 1,265 inmates

The primary objectives of the new VVS are:

- reduce the amount of contraband entering the facilities;
- increase the security at the facilities by eliminating inmate movement related to visitation;
- reduce the amount of staff involvement in the visitation process; and
- Improve the efficiency of visits conducted between inmates and visitors.

The new VVS will provide the Owner with a technologically advanced IP-based system. The proposed system shall be flexible and easily expanded to meet future needs and be specifically designed for use in correctional facilities. The systems and solutions proposed shall be capable of performing all of the functions described within the RFP document. Detailed requirements are contained in Attachment A – Technical Specifications, Attachment B –Compliance Matrix, Attachment C – Visitation Station Schedule, and Attachment D – Furniture.

2.2 Minimum Qualification Requirement

The minimum qualification requirement for this Solicitation is

- The Proposer shall outline the company's background, including a brief history of the Proposer, a description of the Proposer's present organizational structure, and available resources. Include the number of years providing Video Visitation Systems to correctional facilities, relationship with Video Visitation equipment manufacturer or provider, if applicable, and length of time

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Proposer has manufactured Video Visitation equipment or has had a relationship with the Video Visitation equipment manufacturer or provider.

- The Proposer shall provide a company organization chart with information concerning the personnel who will be assigned to this contract. This section must include the experience, education, and professional qualifications of each individual included on the organization chart.
- Provide a minimum of three (3) correctional references, of equal or larger size than the system to be implemented at the Owner's facilities. At least one of the systems shall have been operational for a minimum of five years. Include the name, address, and owner of facility, contact person including their title and phone number, completion date of the project, and total number of public and inmate stations.

2.2.1 Proposed Systems Capabilities, Technical Description, and System Architecture

This section will address each of the topics listed below regarding the proposed Video Visitation System solution.

1. General Information/System Overview – include an executive summary of the proposed system detailing its capabilities and features that clearly defines all of the functions of the system as they relate and adhere to the system specifications and infrastructure specifications provided herein.
2. Application Security – include details on the application's security mechanisms, administrative capabilities, and group and user level permissions.
3. Reporting – include a list of standard reports available.
4. Interfaces & Technology – include detailed technical information regarding what interfaces the system is capable of implementing along with details regarding how these interfaces with other information systems are accomplished; include information on the software and database platform that is utilized as the basis of the proposed system.
6. System Architecture – include a detailed system architecture diagram and recommended internet connectivity/bandwidth requirements for remote visitation.
7. System Equipment – include equipment cutsheets, manufacturer names, and details regarding the physical components of the proposed system.
8. Web-based Registration and Scheduling Interface – Provide URL of public website for registration and scheduling, include a user name and password to allow the Owner's personnel to login for evaluation purposes.

2.2.2 Revenue Model

Describe in detail the proposed revenue sharing model. Include information on revenue share method, the basis for determining amount of commission to be paid

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to the Owner, remittance of commission, usage detail reports, payment processing, and conflict resolution. Include revenue generation projections based on project requirements.

2.2.3 Customer Service & Support

Provide a detailed written description of vendor's approach to support for the project. Include descriptions of available service plans.

2.2.4 Project Approach

Proposer shall describe the process for the implementation of the new digital Video Visitation system. Provide a detailed Project Schedule in Gantt format outlining the work activities and major milestones at each facility required to complete the project. Schedule will take into consideration the Owner's standard jail access procedures and restrictions. Requirements for cabling, conduit and power necessary for the new system installation shall be detailed. Describe proposers approach to final system startup and commissioning. Include the name of any subcontractors that will be utilized to complete the work as described herein along with a description of the portion of the work they will perform.

2.3 Tasks

The system and solutions proposed shall meet or exceed all conditions and specifications listed in this RFP and in all Attachments. The following is the required scope of work to be used as a guideline for the proposed implementation of a new Video Visitation System for the Miami-Dade Corrections and Rehabilitation Department. The new system will be completely digital. ***Analog-based systems are not acceptable.*** The work shall include all materials, labor, supervision, engineering, equipment, tools, insurance, taxes and all other items required to furnish and install the new digital hardware for the Video Visitation System. This includes any new equipment, connections, or installation needed for a complete and fully operational system. Equipment proposed must be new and unused and shall be standard off the shelf components from a name brand, national manufacturer such as Intel®, NEC, etc.

Proposer will coordinate, furnish, and install all new Video Visitation station electronics to include monitors, flat panel displays, cameras, Ethernet switches, interface cards, workstations, power supplies, transformers, surge suppressors, wire management, labeling, signage, final documentation, as-builts, cable records, panel schedules, drawings, and software as to provide a completed Video Visitation System.

2.3.1 Visitation Stations, Public Kiosks, Scheduling Displays, and Workstations

Proposer shall provide Video Visitation stations, public scheduling kiosks, public displays, and administration workstations at each facility. Refer to Attachment A – Technical Specifications for minimum equipment requirements.

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1. Furnish and install new Inmate and Visitor Stations at facility/facilities in quantities as described in Attachment C – Visitation Station Schedule.
2. Furnish and install (1) new Public Scheduling Kiosk at each facility.
3. Furnish and install (1) new Administrative Workstation at each facility
4. Furnish and install (1) new Monitoring Workstation at each facility

2.3.2 Infrastructure and Networking Equipment

1. Proposer shall provide new Gigabit Ethernet network switches capable of supporting concurrent visits as required. The network infrastructure will be installed as a dedicated network for Video Visitation. It must allow for remote connectivity for outside access by authorized personnel. The video signal for all stations connected locally shall be full motion for local participants. The video signal shall have no degradation in the quality of the signal and have no distortion such as snow, shadows, or audio and video synchronization issues, regardless of how many stations are in visit sessions simultaneously.
2. Proposer shall provide necessary servers and storage. Servers shall include RAID hard drives. Visitation recordings shall be available to review or copy for up to 90 days. Servers will be installed onsite at each facility. Offsite servers or cloud based storage are not acceptable.
3. Provide UPS units at each equipment room sized to provide to 15 minutes of backup power at 150% of load.
4. Provide all necessary equipment racks or cabinets to house Video Visitation networking equipment, servers, UPS units, etc.

2.3.3 Software

Proposer shall provide software necessary to manage and control the complete Video Visitation System. ***The proposed software must address all of the requirements outlined in this RFP and all Attachments.*** The proposed system must support future expansion and additional connectivity beyond the current deployment.

1. The Video Visitation Software shall be a current commercially available product (i.e., not in development and not a proprietary implementation).
2. The Video Visitation Software must be based on IP standards and must support connectivity to any and all of the inmate and visitor stations.
3. The system shall not require licensing on a per port basis.

2.3.4 Professional Services

1. The VVS Proposer shall be responsible for the engineering, coordination, fabrication, assembly, and installation of a fully operational Video Visitation System as specified.

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2. Proposer shall assign a competent Project Manager with verifiable experience in design, coordination, and installation of VVSs on projects comparable in size and complexity
3. Provide coordination of any work above the ceiling, in chases, under slab, and in wall systems with the work of other trades and an Owner's designee to insure proper space utilization and conformance to Owner requirements. Conflicts arising from the Proposer's failure to coordinate will be the responsibility of the Proposer to resolve. Conflicts are to be brought to the attention of the Owner's designee prior to re-routing or modifications being performed.

2.3.5 Miscellaneous Requirements

1. The cost of all Permits, Test, and Inspection Fees associated with this work shall be paid for by the Proposer.
2. The Proposer is responsible for furnishing and installing all required appropriate security fasteners including caulking of seams where any new cabinetry and/or fixtures are secured to walls and/or floors.
3. The Proposer is required to meet all fire codes where necessary as related to this Scope of Work.
4. The Proposer is responsible for continuous cleanup to assure that all work areas are left in a clean, safe, and organized condition at the end of each work day. All debris generated during the course of work shall be removed by the Proposer.
5. The Proposer is required to provide all necessary grounding and bonding including surge suppression for the Video Visitation equipment.

2.3.6 Project Closeout

1. Final System Testing shall be conducted in advance of overall system acceptance prior to submitting final request for payment. Final System Testing shall be demonstrated for the Owner designee insuring that the Video Visitation System is functioning as specified by the equipment manufacturer.
2. Training shall be included in the proposal covering the technical and operational aspects of the Video Visitation System to include user training on the visit management software and related applications for up to twenty (20) staff members at each facility. Training shall include both operation and system maintenance.
3. Vendor Service Capability -The Proposer for the Video Visitation System shall have a technical support center that provides technical services to their customers. The technical support center shall be staffed with trained and certified technicians/engineers. Proposer will include in the RFP response the cost to provide unlimited telephone support coverage during the hours of operation for inmate visitation (8:00 am until 6:00 pm EST, Monday through Friday, 365 days a year,

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including Holidays). Incoming phone calls for support must be answered by a live operator.

4. Provide all system final documentation to the Owner including, but not limited to; as-builts, drawings, O&M manuals, training manuals, schedules, and cable records.
5. Provide a one-year warranty on all parts, components, and software to begin at system completion.

2.3.7 Work Provided by Owner

The Owner will provide all installation components and services to the successful Proposer. Proposer must provide in their response the requirements of the proposed system in respect to the work to be provided by the Owner as listed below.

1. The Owner will provide all electrical service and outlets for Video Visitation stations, kiosks, workstations, switches, and servers.
2. The Owner will provide CAT6 network cabling from each new Video Visitation station, kiosk, workstation, and display to the equipment rack located in a local equipment room.
3. The Owner will provide fiber optic cabling for network backbone from each local equipment room to the main equipment room in each facility.
4. The Owner will provide the necessary internet connection, service and bandwidth to support remote web based visitation services and a VPN connection for vendor to provide service and support.
5. The Owner will provide all raceways and conduits for any new electrical and/or communications cabling required to support the digital Video Visitation equipment.

2.4 Proposal Pricing

Provide a detailed cost proposal inclusive of software licenses, technical infrastructure, maintenance and support, training and implementation services for the Video Visitation System inclusive of all services necessary to provide a complete and operational system. The proposal pricing must include all costs related to implementing the detailed requirements in this RFP whether such implementation requires customization to the software or not. Include pricing for any recurring costs such a licensing or annual support plan.